

SECTION 7

SERVICE SPECIFICATIONS

This section sets forth the service specifications for each of the following services:

Center-Based Employment
Group Supported Employment
Individual Supported Employment
Employment Support Aide
Employment-Related Transportation

In addition to the general requirements included in Section 5 and the terms and conditions in Section 6, the Qualified Vendor shall meet the requirements in the following service specifications.

CENTER-BASED EMPLOYMENT

Service Description

This service provides consumers a healthy, safe, and supervised work environment. Consumers are paid by the Qualified Vendor for work performed according to standards established by the Department of Labor.

Service Setting

Center-based services are provided in a Qualified Vendor owned or leased setting, where the majority of the individuals have disabilities and are supervised by paid Qualified Vendor staff.

Service Goals and Objectives

Service Goals

1. To provide consumers with gainful, productive, and remunerative work.
2. To support consumers in developing skills, abilities and behaviors that will enable them to most fully realize their vocational aspirations and support their transition into a more integrated employment setting if they desire.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Ensure the ongoing availability of paid work in an amount adequate to the number of consumers in the program.
2. Participate with the consumer's Individual Support Plan (ISP) team to develop and implement an ISP that identifies vocational outcomes.
3. Provide each consumer with training related to the specific skills required to perform the work available through the center-based employment program.
4. Provide each consumer with training related to generic work skills (e.g., staying on task, attention to detail, etc.) and appropriate work habits/ethics.
5. Evaluate the performance and general job-related skills of each consumer and identify both strengths and barriers to success/progressive movement.
6. In consultation with the consumer's ISP team, develop strategies to capitalize on strengths and remove or minimize barriers to success/progressive movement.

7. As appropriate, assist consumers with basic personal care needs and monitoring at mealtime(s).
8. Provide each consumer with the opportunity to participate in a variety of work opportunities. This includes introducing the consumer to integrated work environments to evaluate appropriateness for progressive moves.
9. As appropriate, participate with the consumer's ISP team in making referrals to Vocational Rehabilitation for progressive moves

Service Outcomes

1. Paid work shall be available to consumers at least 75% of the center's workweek, and documentation of this will be reported every six months.
2. At least 75% of consumers will meet their annual vocational goals, as defined in their ISP. Documentation of this will be reported every six months.
3. At least 20% of consumers will demonstrate an increase in productivity, as measured and reported every six months.
4. At least 20% of consumers will have an increase in total wages paid, as measured and reported every six months.
5. At least 10% of consumers will be identified for progressive moves from center based employment as measured and reported every six months.

Service Utilization Guidelines

1. Typical usage for a full day is six hours per day.
2. This service should generally be provided with a ratio of one direct staff person to six consumers (1:6). The facility must provide sufficient direct care staff to manage and supervise consumers in accordance with their Individual Support Plan.
3. Unless otherwise approved by the DDD Program Administrator/Manager or designee, services shall only be provided to consumers 21 years of age or older.
4. Center-based employment services shall not be provided concurrently with other employment support services (i.e., group supported employment and individual supported employment). However, a consumer may receive different employment support services at different times within a given day.
5. Employment support aide services needed to meet the personal care needs of a consumer who would otherwise be excluded from center-based employment may

be billed up to one hour per consumer per day in lieu of an equivalent hour of center-based service. If it is provided, the center cannot bill for an employment service for the same time period. This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment Program Specialist, and the consumer's Individual Support Plan team, as approved by the District Program Administrator/Manager/designee. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for center-based employment services, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the service shall be included.

Rate

1. Published.
2. The Division has established a separate rate for this service when the service is delivered to a consumer residing in a low-density zip code area. The low-density rate has a premium over the standard rate for this service. The Qualified Vendor shall bill the Division the low-density rate only after it receives authorization from the DDD Program Administrator/ Manager or designee.

Unit of Service

1. The basis of payment for this service is an hourly unit of time in which the consumer is in attendance in contact with direct service staff and verified by the consumer. Any fraction of an hour should be billed in 15-minute increments. When billing, the Qualified Vendor should round consumer attendance time to the nearest 15-minute increment, as illustrated in the examples below:
 - ☐ If consumer attended for 65 minutes, bill for 1 hour.
 - ☐ If consumer attended for 68 minutes, bill for 1.25 hour.
 - ☐ If consumer attended for 50 minutes, bill for .75 hour.
2. Total hours for a consumer's attendance shall not include time spent during transportation to/from the consumer's residence.
3. Absences do not constitute a billable unit except as provided in item 4 below. An absence factor was built into the rates. The Division will not compensate Qualified Vendors for any absences. For example, if a consumer stays in the employment program for two hours, then leaves for two hours, and then returns for three hours, and all activity takes place within the same program day, total hours for this consumer shall be equal to five for that day.

4. Qualified Vendors that do not provide transportation for a particular consumer may include up to one hour per day (up to 30 minutes associated with a late arrival and up to 30 minutes associated with an early departure) if the consumer arrives after his/her scheduled arrival or leaves before his/her scheduled departure time on a given day. However, if the consumer is absent for the entire day, the Qualified Vendor may not bill any hours for that day for that consumer.
5. If a consumer permanently stops attending the Qualified Vendor's program, then the Qualified Vendor shall notify the DDD support coordinator/supervisor and District Employment Program Specialist. The Qualified Vendor shall not bill the Division for vacancies.

Direct Service Staff Qualifications and Training

The Qualified Vendor will ensure that direct service staff are trained in developing and teaching meaningful employment related activities (e.g. hygiene, punctuality, time on task, supervisory relationships, co-worker relationships, job interviewing etc.) for the consumers that they support in the center.

Recordkeeping and Reporting Requirements

1. Qualified Vendors shall maintain individual production records (IPRs) on a daily basis for each consumer engaged in Department of Labor covered or non-covered work.
2. The Qualified Vendor must keep copies of each consumer's schedule, including any changes, as well as daily records of the number of hours each consumer attends the Qualified Vendor's program. The time begins when the Qualified Vendor assumes responsibility for the consumer and ends when the Qualified Vendor ends this responsibility. Total time shall not include any time spent during transportation to/from the consumer's residence.
3. The Qualified Vendor must keep daily records of the number of hours each direct service staff spends providing direct services to consumers in the program. Only the time when consumers are present in the program shall be counted as direct service.
4. The Qualified Vendor shall submit monthly individualized progress reports on each consumer using Division forms within ten business days of the close of the month to the consumer's support coordinator.
5. Qualified Vendors shall provide a comprehensive status report using Division forms every six months. These reports will be District specific and will go to the appropriate Employment Program Specialist.

6. Qualified Vendors shall maintain compliance with all applicable Department of Labor, Wage and Hour Division, requirements.
7. Qualified Vendors shall maintain documentation that demonstrates that direct service staff have been trained as required above, including the requirements of Section 5 of the Qualified Vendor Agreement.
8. Qualified Vendors shall maintain signed and approved Employment Support Aide Agreements.

GROUP SUPPORTED EMPLOYMENT

Service Description

This group service provides consumers with an on-site supervised work environment in a community employment setting. Consumers are paid by the Qualified Vendor or employer according to standards established by the Department of Labor.

Service Setting

Group supported employment is provided in integrated community work settings. Integrated setting means a setting typically found in the community in which an individual with disabilities interacts with non-disabled individuals, other than non-disabled individuals who are providing services to that individual, to the same extent that non-disabled individuals in comparable positions interact with other persons. The design of the service is to promote community integration with other members of the workforce and provide remunerative work. Such settings may include: facilities not owned by the Qualified Vendor that employ consumers; Qualified Vendor owned/rented facilities that are used primarily to serve the public and employ consumers (e.g., retail stores, restaurants, etc.); and mobile work crews (e.g., landscaping, manufacturing, custodial work, etc.) when the consumers are employed according to the norm for that industry.

Service Goals and Objectives

Service Goals

1. To provide consumers the opportunity to work in an environment that allows for maximum interaction among diverse populations.
2. To provide consumers with gainful, productive, and remunerative work.
3. To support consumers in developing skills, abilities and behaviors that will enable them to most fully realize their vocational aspirations and support their transition into a more independent employment setting if they desire.
4. To help consumers maintain positive work related habits, attitudes, skills and work etiquette directly related to their specific employment, as well as assisting the consumer to become a part of the informal culture of the workplace.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Participate with each consumer's ISP team to develop and implement an ISP that identifies vocational outcomes.

2. As needed, participate in Rehabilitation Services Administration/Vocational Rehabilitation referral and service processes.
3. Ensure that the worksite placement of each consumer is made with consideration of that consumer's needs, interests, and abilities.
4. Provide each consumer with worksite orientation and pre-employment training sufficient such that he or she acquires necessary job skills.
5. Provide each consumer with ongoing, onsite supervision and training appropriate to his or her needs.
6. Provide, as necessary, intervention and technical assistance to the employer and/or consumer to maintain employment.
7. Resolve training/work issues, as well as assist the consumer in resolving any life/personal concerns that may interfere with job performance.
8. Evaluate the performance and general job-related skills of each consumer, and identify both strengths and barriers to success/progressive movement.
9. In consultation with each consumer's ISP team, develop strategies to capitalize on strengths and remove or minimize barriers to success/progressive movement.
10. As appropriate, participate with each consumer's ISP team in making referrals to Rehabilitation Services Administration/Vocational Rehabilitation for progressive moves.
11. Ensure the ongoing availability of paid work in an amount adequate to the number of consumers in the program.
12. Develop work opportunities appropriate for and suited to the needs, interests, and abilities of consumers, including addressing any needed worksite accommodations.

Service Outcomes

1. At least 75% of consumers will meet their annual vocational goals, as defined in their Individual Support Plan. Documentation of this will be reported every six months.
2. On an annual basis, at least 10% of consumers served will be identified for progressive movement. Documentation of this will be reported every six months.

Service Utilization Guidelines

1. Typical usage is two to six hours per day. Actual usage will be dependent upon consumers' goals and employment site requirements.
2. Group size shall be limited to no more than six consumers after June 30, 2006. This service should generally be provided with a ratio of one direct staff person to six (1:6) consumers. Group size will include all consumers being supervised by a single direct service staff person (to include individuals placed by other funding agencies.)
3. To ensure community integration, no more than one group shall be co-located in a physical location without prior approval from the Division's Program Administrator/Manager/designee.
4. Unless otherwise approved by the DDD Program Administrator/Manager or designee, services shall only be provided to consumers 18 years of age or older.
5. Group Supported Employment services shall not be provided concurrently with other Employment Support Services (i.e., Center Based Employment and Individual Supported Employment). However, a consumer may receive different Employment Support Services at different times within a given day. The only exception would be those supports provided as designated in sections 6 or 7 below.
6. Employment support aide services needed to meet the personal care needs of a consumer who would otherwise be excluded from group supported employment may be billed up to one hour per consumer per day. This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment Program Specialist, and the consumer's Individual Support Plan team, as approved by the District Program Administrator/Manager/designee. This service may be billed in addition to the group supported employment hour of service. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for group supported employment, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the services shall be included.
7. Employment support aide services needed to support consumers with a co-occurring behavioral health diagnosis who would otherwise be excluded from Group Supported Employment may be billed for up to three hours per day per consumer. Support services must have been denied by the relevant Regional Behavioral Health Authority (RBHA). This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment

Program Specialist, and the consumer's Individual Support Plan team, as approved by the District Program Administrator/Manager/designee. This service may be billed in addition to the group supported employment hour of service. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for group supported employment, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the services shall be included.

8. A consumer can receive services from only one employment support aide at a time.

Rate

1. Published.
2. The Division has established a separate rate for this service when the service is delivered to a consumer residing in a low-density zip code area. The low-density rate has a premium over the standard rate for this service. The Qualified Vendor shall bill the Division the low-density rate only after it receives authorization from the DDD Program Administrator/ Manager or designee.

Unit of Service

1. The basis of payment for this service is an hourly unit of time in which the consumer is in attendance in contact with direct service staff and verified by the consumer. Direct service time begins when the consumer shows up at the job site or staging area, whichever is earlier. Any fraction of an hour should be billed in 15-minute increments. When billing, the Qualified Vendor should round consumer attendance time to the nearest 15-minute increment, as illustrated in the examples below:
 - ☐ If services were provided for 65 minutes, bill for 1 hour.
 - ☐ If services were provided for 68 minutes, bill for 1.25 hour.
 - ☐ If services were provided for 50 minutes, bill for .75 hour.
2. Total hours for the consumer shall not include time spent during transportation to/from the consumer's residence.
3. The basis of payment for this service is the ratio rate. To determine the appropriate billing rate, the Qualified Vendor shall:
 - a. Divide (the total billable hours consumers attended the group supported employment) by (the total direct service staff hours with consumers present at the program, excluding hours of employment support aides); and
 - b. Use the resulting quotient, which is the number of consumer billable hours per direct service staff hours and can be stated as "1: (result from step a.)"

staff to consumer ratio, to find the appropriate staff to consumer ratio rate on the rate schedule.

- c. The Qualified Vendor may calculate this ratio on a daily basis using actual hours for each day or may calculate the ratio at the end of the calendar month using the actual number of hours for the entire month to determine an average ratio for the month.

For example, if the number of hours attended by all consumers in a group supported employment program totaled 30 hours for a day (600 for the month), and the number of hours worked by direct service staff when consumers were present at the program (excluding employment support aide hours) totaled 6 for that day (120 for the month), then the calculation would be:

- Total billable consumer hours divided by total direct service staff hours = $30 / 6$ or $600 / 120 = 5.0$
- This program's ratio is 1:5

For both consumers and direct service staff, units shall be recorded daily on the *per consumer* and *per direct service staff* basis, shall be expressed in terms of hours and shall be rounded to the nearest 15-minute increment, as illustrated in examples below:

- If total hours for a consumer or direct service staff were equal to 3 hours and 5 minutes, round the total to 3 hours
- If total hours for a consumer or direct service staff were equal to 5 hours and 24 minutes, round the total to 5.5 hours
- If total hours for a consumer or direct service staff were equal to 5 hours and 48 minutes, round the total to 6 hours

4. Absences do not constitute a billable unit, including late arrivals and early departures. As absence factor was built into model rates. The Division will not compensate Qualified Vendors for any absences. For example, if a consumer stays in the employment program for two hours, then leaves for two hours, and then returns for three hours, and all activity takes place within the same program day, total hours for this consumer shall be equal to five for that day.
5. If a consumer permanently stops receiving services from the Qualified Vendor, then the Qualified Vendor shall notify the DDD support coordinator/supervisor and District Employment Specialist. The Qualified Vendor shall not bill the Division for vacancies.

Direct Service Staff Qualifications and Training

The Qualified Vendor shall ensure that direct service staff are trained in developing and teaching meaningful employment related activities (e.g., hygiene, punctuality, supervisory relationships; peer relationships; job interviewing, work etiquette, etc.) for the consumers that they support in the community.

Recordkeeping and Reporting Requirements

1. Qualified Vendors shall maintain individual production records (IPRs) on a daily basis for each consumer engaged in Department of Labor covered or non-covered work.
2. The Qualified Vendor must keep daily records of the number of hours each consumer is at the Group Supported Employment site(s), including when the consumer arrived and left.
3. The Qualified Vendor must keep daily records of the number of hours each direct service staff spends providing direct services to consumers. Direct service time begins when the consumer arrives at the job site or staging area, whichever is earlier.
4. The Qualified Vendor shall submit monthly individualized progress reports on each consumer using Division forms within ten business days of the close of the month to the consumer's support coordinator.
5. Qualified Vendors shall provide a comprehensive status report using Division forms every six months. These reports will be District specific and go to the appropriate District Employment Program Specialist.
6. Qualified Vendors shall maintain compliance with all applicable Department of Labor, Wage and Hour Division, requirements.
7. Qualified Vendors shall maintain documentation that demonstrates that direct service staff have been trained as required above, including the requirements of Section 5 of the Qualified Vendor Agreement.
8. Qualified Vendors shall maintain signed and approved Employment Support Aide Agreements, including documentation of the RHBA denial of service where appropriate.

INDIVIDUAL SUPPORTED EMPLOYMENT

Service Description

This time-limited service provides regular contacts at an individual job site with the employed consumer and/or with the employer. This service is intended to help the consumer develop the job-specific skills necessary for successful employment, and may also include job search when such services are not available through the Rehabilitation Services Administration/Vocational Rehabilitation program. Consumers receiving this service must not be a part of an enclave or work crew and must be paid by the employer according to standards established by the Department of Labor. This service may also be used to provide support to a consumer who is self-employed.

Service Setting

Individual supported employment is provided only to a consumer who is working in the public work force in an integrated setting or is self-employed. Integrated setting means a setting typically found in the community in which an individual with disabilities interacts with non-disabled individuals, other than non-disabled individuals who are providing services to that individual, to the same extent that non-disabled individuals in comparable positions interact with other persons.

Service Goals and Objectives

Service Goals

Job Coaching

To provide direct support to enable the consumer to develop positive work related habits, attitudes, skills and work etiquette directly related to their specific employment, as well as assisting the consumer to become a part of the informal culture of the workplace.

Job Search

When necessary, to assist the consumer in finding/obtaining a different job, when such services are not available through Vocational Rehabilitation.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met regarding *Job Coaching*:

1. Participate with the consumer's ISP team, to develop and implement an ISP that identifies vocational outcomes, including making referrals to Vocational Rehabilitation for progressive moves.

2. Ensure that the consumer has the opportunity to participate in gainful, productive, and regular work.
3. Orient the consumer to health and safety aspects/requirements on their particular job.
4. Identify support service needs to assist the consumer in maintaining employment.
5. Provide ongoing job coaching and monitoring of the performance and general job related skills of the consumer, and identify both strengths and barriers to maintaining employment.
6. Resolve training/work issues, as well as assist the consumer in resolving any life/personal problems that may interfere with job performance.
7. Be respectful of the consumer's needs and wishes regarding contact while working, as specified in the ISP.
8. Assist consumers in learning new skills necessary for maintenance or advancement in their employment setting.
9. Assist the consumer to understand and fulfill necessary expectations for dress, hygiene, and demeanor applicable to the work environment.
10. Assess and, if necessary, provide assistance to consumers regarding interaction with their supervisors, fellow employees, and the general public.
11. Provide, as necessary, intervention and technical assistance to the employer and/or consumer to maintain employment.
12. Assist in educating employers and co-workers in the abilities and limitations directly related to the consumer and his/her job.
13. Assist the consumer in identifying and obtaining job enhancements (e.g., pay increases, taking more job responsibilities) and promotional/progressive moves.

The Qualified Vendor shall ensure that the following objectives are met regarding *Job Search*:

1. Participate with each consumer's ISP team, including the Employment Program Specialist, to develop and implement an ISP that identifies a job search strategy, including a vocational goal, and the steps necessary to achieve that goal. The ISP shall include an agreement on the amount of hours and type of services needed to achieve this.

2. Assist the consumer in preparing for a job search, including creating a job history, resume writing, preparing for interviews, and accompanying the consumer on interviews, if necessary.
3. Develop employment opportunities for the consumer with local employers, and provide education to potential employers regarding the various benefits of hiring individuals with developmental disabilities.
4. Assist the consumer in finding and obtaining a job, as well as providing increased job coaching necessary to acclimate to a new job.

Service Outcomes

Job Coaching

At least 75% of consumers will meet their annual vocational goals, as defined in their Individual Support Plan. Documentation of this will be reported every six months.

Job Search

At least 75% of consumers referred for job search will become employed, as measured and reported annually.

Service Utilization Guidelines

This service must be provided individually in accordance with a Job Coaching Agreement or a Job Search Agreement, developed on Division forms, between the Qualified Vendor, the Division District Employment Specialist and the consumer's Individual Support Plan team.

Job Coaching

1. Typical usage is two to four hours per week. Maximum length of time job coaching can be authorized for any single consumer is 12 months. The consumer's Job Coaching Agreement will determine actual utilization. In the event job coaching needs to be reactivated due to significant job change after the initial job coaching has faded, this service can be reauthorized only upon recommendation by the consumer's Individual Support Plan team and approval from the District Program Administrator/Manager/designee.
2. Staff ratio is never less than one job coach to one consumer.
3. Unless otherwise approved by the DDD Program Administrator/Manager or designee, services shall only be provided to consumers 18 years of age or older.

4. Individual supported employment services shall not be provided concurrently with other employment support services (i.e., center-based employment and group supported employment). However, a consumer may receive different employment support services at different times within a given day. The only exception would be those supports provided as designated in section 5 or 6 below.
5. Employment support aide services needed to meet the personal care needs of a consumer who would otherwise be excluded from individual supported employment may be billed up to one hour per consumer per day. This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment Program Specialist, and the consumer's Individual Support Plan team, as approved by the District Program Administrator/Manager/designee. This service may be billed in addition to the individual supported employment hour of service.
6. Employment Support Aide services needed to support consumers with a co-occurring behavioral health diagnosis who would otherwise be excluded from individual supported employment may be billed for up to three hours per day per consumer. Support services must have been denied by the relevant Regional Behavioral Health Authority (RBHA). This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment Program Specialist, and the consumer's Individual Support Plan team, as approved by the District Program Administrator/Manager/designee. This service may be billed in addition to the individual supported employment hour of service.
7. A consumer can receive services from only one employment support aide at a time.

Job Search

1. Typical usage is 5-10 hours per month. This service is intended to be provided intermittently, as needed by an individual consumer, per his/her Job Search Agreement.
2. Staff ratio is never less than one job coach to one consumer at any given time.
3. Specific hours and time frames shall be authorized for any single consumer pursuant to a Job Search Agreement.

Rate

1. Published.

2. The Division has established a separate rate for this service when the service is delivered to a consumer residing in a low-density zip code area. The low-density rate has a premium over the standard rate for this service. The Qualified Vendor shall bill the Division the low-density rate only after it receives authorization from the DDD Program Administrator/ Manager or designee.

Unit of Service

1. The basis of payment for this service is an hourly unit of Qualified Vendor staff time spent directly with or specific to the consumer and verified by the consumer. A job coach/job search hour shall include activities such as:
 - 1.1. Meetings with the consumer and/or employer;
 - 1.2. Travel time of Qualified Vendor staff to and from the consumer's worksite; and
 - 1.3. Other tasks necessary to support the consumer to keep or obtain the job and be successful including, but not limited to, job development, career development counseling, on-the-job training, job coaching, ongoing employer contact, job search activities, mobility training, worksite analysis and report writing.
2. When billing, the Qualified Vendor should round its staff time to the nearest 15-minute increment, as illustrated in the examples below:
 - ☐ If activities were conducted for 65 minutes, bill for 1 hour.
 - ☐ If activities were conducted for 68 minutes, bill for 1.25 hour.
 - ☐ If activities were conducted for 50 minutes, bill for .75 hour.
3. If the consumer permanently stops participating in the Qualified Vendor's program, then the Qualified Vendor shall notify the DDD Support Coordinator/Supervisor/designee and the District Employment Program Specialist. The Qualified Vendor shall not bill the Division for non-participation.

Direct Service Staff Qualifications and Training

The Qualified Vendor shall ensure that staff are trained in developing and teaching meaningful employment related activities (e.g., hygiene punctuality, supervisory relationships; peer relationships; work etiquette, job interviewing, etc.) for the consumers that they support in the community in order to maintain/obtain employment.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall submit monthly individualized progress reports on each consumer using Division forms within ten business days of the close of the month to the consumer's support coordinator and the consumer/family/consumer's representative. The reports shall include the following:

- 1.1. The performance data that identifies the progress of the consumer toward achievement of the established objectives;
 - 1.2. A detailed record of each contact with the consumer, or his/her employer; and
 - 1.3. Detailed information in regard to specific job search activities.
2. Qualified Vendors shall provide a comprehensive status report using Division forms every six months. These reports will be District specific and go to the appropriate District Employment Program Specialist.
3. If the consumer loses his/her job, the Qualified Vendor shall notify the DDD support coordinator/supervisor/designee and District Employment Program Specialist within two working days of the Qualified Vendor being notified.
4. As a part of the ISP team process, and at scheduled and/or requested ISP updates, the Qualified Vendor must provide information regarding the consumer on the following:
 - 4.1. Progress on the job;
 - 4.2. Barriers preventing success;
 - 4.3. Barriers preventing assumption of additional duties;
 - 4.4. Barriers preventing promotional opportunities; and
 - 4.5. Barriers preventing re-employment.
5. Qualified Vendors shall maintain documentation that demonstrates that direct service staff have been trained as required above, including the requirements of Section 5 of the Qualified Vendor Agreement.
6. Qualified Vendors shall maintain signed and approved Job Coaching, Job Search and Employment Support Aide Agreements.

EMPLOYMENT SUPPORT AIDE

Service Description

This service provides consumers with the one to one supports needed in order for the consumer to remain in his/her employment. These supports could include one or more of the following three options: personal care services; behavioral supports; and/or follow-along supports needed to maintain stable employment. The actual supports provided will be dependent upon consumer need and service setting, however it is the Division's expectation that this service will primarily be used to provide on-the-job follow-along supports for consumers in community employment.

Service Setting

This service may be provided to consumers receiving center-based employment, group supported employment or individual supported employment or to consumers employed in the community who are not receiving other employment supports and services. Further distinction is provided under the service objectives for each setting.

Service Goals and Objectives

Service Goals

To provide the necessary level of supports to empower the consumer to attain, maintain, or advance in employment.

Service Objectives

Service objectives vary according to the setting in which this service is provided. The Qualified Vendor shall ensure that the following objectives are met:

Center-Based Employment

In the center-based program setting, this service is to be provided one to one to assist a consumer with personal care needs. It is to be provided in lieu of an equivalent hour of center-based services, up to one hour per day per consumer. When this service is provided, the center cannot bill for an additional employment service for the same time period. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for center-based employment services, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the services shall be included.

1. Provide assistance to meet the personal care needs of a consumer who would otherwise be excluded from participating in center-based employment, which may include but is not limited to:

- 1.1. Assisting with lavatory usage
- 1.2. Assisting at meal times and breaks
- 1.3. Assisting with self-medication or medication reminders
- 1.4. Assisting with ambulation

Group Supported Employment

In a group supported employment setting, this service is to be provided one to one at the worksite to assist the consumer with personal care needs and/or provide intermittent behavioral intervention to support the consumer's ongoing placement in the workplace. It is intended to provide supplemental support over and above the recommended on-site staff to consumer ratio.

1. Provide assistance to meet the personal care needs of a consumer who would otherwise be excluded from group supported employment, which may include but are not limited to:
 - 1.1. Assisting with lavatory usage
 - 1.2. Assisting at meal times and breaks
 - 1.3. Assisting with self-medication or medication reminders
 - 1.4. Assisting with ambulation
2. To support consumers with a co-occurring behavioral health diagnosis who would otherwise be excluded from group supported employment. Support services must have been denied by the relevant Regional Behavioral Health Authority. It is expected services would fade or be provided only intermittently as the consumer's workplace behaviors have improved and/or the consumer stabilized in his/her workplace performance. Services may include but are not limited to:
 - 2.1. Shadowing the consumer in order to assist him/her in maintaining positive behaviors appropriate to the workplace
 - 2.2. Providing behavioral intervention as needed by assisting in resolving behaviors inappropriate for the work place
 - 2.3. Assisting the consumer in resolving any life/personal concerns that may interfere with job performance
 - 2.4. Communicating with all appropriate persons when the consumer presents any additional medical or social needs during the course of the service delivery in order to refer for or obtain additional needed supports

Individual Supported Employment

An employment support aide may be used at the job site to supplement job coaching services to provide one to one assistance to the consumer for personal care needs and/or to provide intermittent behavioral intervention to support the consumer's work place behavior.

1. Provide assistance to meet the personal needs of a consumer, which may include but is not limited to:
 - 1.1. Assisting with lavatory usage
 - 1.2. Assisting at meal times and breaks.
 - 1.3. Assisting with self-medication or medication reminders.
 - 1.4. Assisting with ambulation
2. To support consumers with a co-occurring behavioral health diagnosis, who would otherwise be excluded from individual supported employment. Support services must have been denied by the relevant Regional Behavioral Health Authority. It is expected services would fade or be provided only intermittently as the consumer's workplace behaviors have improved and/or the consumer stabilized in his/her workplace performance. Services may include but are not limited to:
 - 2.1. Shadowing the consumer in order to assist them in maintaining positive behaviors appropriate to the workplace
 - 2.2. Provide behavioral intervention as needed by assisting in resolving behaviors inappropriate for the work place
 - 2.3. Assist the consumer in resolving any life/personal concerns that may interfere with job performance
 - 2.4. Communicate with all appropriate persons when the consumer presents any additional medical or social needs during the course of the service delivery in order to refer for or obtain additional needed supports.

Follow-Along Services

For consumers employed in the community and not receiving any other Employment Support Services the employment support aide provides personal care and/or behavioral intervention as well as the primary stand-alone service for the provision of on-the-job, follow-along supports. It is expected that this will be the most frequently authorized use of this service/support option.

1. To provide ongoing job-related supports and services to enable the consumer to sustain his/her job. Utilization of this resource, including the specific supports and services to be provided, will be documented in the consumer-specific Employment Support Aide Agreement.
2. Provide assistance to meet the personal care needs of a consumer who would otherwise be unsuccessful in maintaining their job, which may include but is not limited to:
 - 2.1. Assisting with lavatory usage
 - 2.2. Assisting at meal times and breaks

- 2.3. Assisting with self-medication or medication reminders.
- 2.4. Assisting with ambulation
- 3. To support consumers with a co-occurring behavioral health diagnosis, who would otherwise be unsuccessful in maintaining their job. Support services must have been denied by the relevant Regional Behavioral Health Authority. It is expected services would fade or be provided only intermittently as the consumer's workplace behaviors have improved and/or the consumer stabilized in his/her workplace performance. Services may include but are not limited to:
 - 3.1. Shadowing the consumer in order to assist them in maintaining positive behaviors appropriate to the workplace
 - 3.2. Providing behavioral intervention as needed by assisting in resolving behaviors inappropriate for the work place
 - 3.3. Assisting the consumer in resolving any life/personal concerns that may interfere with job performance
 - 3.4. Communicating with all appropriate persons when the consumer presents any additional medical or social needs during the course of the service delivery

Service Utilization Guidelines

This service is provided one to one in accordance with an Employment Support Aide Agreement, developed on Division forms between the Qualified Vendor, the Division's District Employment Program Specialist, and the consumer's Individual Support Plan team as approved by the District Program Administrator/Manager/designee. This service shall not supplant the care provided by the consumer's natural supports.

- 1. Typical usage for personal care services is up to one hour per day per consumer. Typical usage for behavioral intervention services is up to three hours per day per person. Typical usage for follow-along services is one to three hours per week per consumer. In no case shall the total number of hours billed for employment support aide services exceed four hours per day per consumer.
- 2. In center-based employment this service may be substituted for up to one hour per day per person of center-based employment service. It may only be used for personal care needs and not for behavioral intervention. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for center-based employment services, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the services shall be included.
- 3. For consumers in group supported employment this service is provided in addition to the underlying group supported employment service. It may be billed for up to one hour for personal care assistance. Up to three hours per person per day may also be authorized and billed to provide behavioral intervention as

needed to support acquisition and maintenance of positive employment skills. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff to client ratio for group supported employment, i.e. in calculating the staff to consumer ratio the employment support aide shall not be included and the consumer receiving the services shall be included.

4. For consumers in individual supported employment this service is provided in addition to the underlying individual supported employment service. It may be billed for up to one hour per person per day for personal care assistance. Up to three hours per person per day may also be authorized and billed to provide behavioral intervention as defined in the consumer-specific Employment Support Aide Agreement to support acquisition and maintenance of positive employment skills.
5. For consumers who no longer need job coaching services, have received up to a maximum of 12 months of job coaching, or are not receiving other Employment Support Services this stand-alone service can be used to meet one or more of the following consumer needs:
 - 5.1. Personal care, up to one hour per person per day.
 - 5.2. Behavioral intervention, up to three hours per person per day.
 - 5.3. On-the-job follow-along employment supports to help consumers maintain positive work habits, attitudes and skills, up to one to three hours per person per week.
6. The consumer or other responsible party is expected to provide all necessary personal care supplies.
7. A consumer can receive services from only one Employment Support Aide at a time.

Rate

1. Published.
2. The Division has established a separate rate for this service when the service is delivered to a consumer residing in a low-density zip code area. The low-density rate has a premium over the standard rate for this service. The Qualified Vendor shall bill the Division the low-density rate only after it receives authorization from the DDD Program Administrator/Manager or designee.

Unit of Service

The basis of payment for this service is an hourly unit of direct staff service time. Direct service time is the period of time spent by the Employment Support Aide with the

consumer and verified by the consumer. When billing, the Qualified Vendor should round its direct service time to the nearest 15-minute increment, as illustrated in the examples below:

- ☐ If services were provided for 65 minutes, bill for 1 hour.
- ☐ If services were provided for 68 minutes, bill for 1.25 hour.
- ☐ If services were provided for 50 minutes, bill for 0.75 hour.

Direct Service Staff Qualifications and Training

Direct service staff shall have the ability to provide assistance to a consumer to meet essential personal, physical, behavioral and employment support needs.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain a copy of the signed Employment Support Aide Agreement on file and make it available to the consumer/family/consumer's representative and/or Division upon request.
2. The Qualified Vendor shall submit monthly, individualized progress reports on each consumer using Division forms within ten business days of the close of the month to the consumer's support coordinator. The reports shall include the following:
 - 2.1. The performance data that identifies the progress of the consumer towards achievement of the established objectives.
 - 2.2. A detailed record of each contact with the consumer.
 - 2.3. Detailed information in regard to specific employment support activities.
3. The Qualified Vendor must maintain on file proof of hours worked by their direct service staff, e.g., staff time sheets. A monthly statement of employment support aide hours shall be furnished to the consumer and the support coordinator.
4. The Qualified Vendor shall maintain documentation that demonstrates direct service staff have been trained as required, including the requirements of Section 5 of the Qualified Vendor Agreement.
5. Qualified Vendor shall provide a comprehensive status report using Division forms every six months. These reports will be district specific and go to the appropriate Employment Program Specialist.
6. Qualified Vendor shall maintain signed and approved Employment Support Aide Agreements.

EMPLOYMENT-RELATED TRANSPORTATION

Service Description

This service provides non-emergency ground transportation as prior approved by the Division for consumers receiving Employment Support and Services and the consumer's natural supports cannot provide transportation

Service Setting

This service shall not be provided to consumers residing in group homes or developmental homes (child or adult).

Service Goals and Objectives

Service Goal

To provide consumer transportation to their employment location.

Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Provide transportation to consumers between their home and the center-based or group supported employment staging area or job site, or other employment location. This does not include travel between job sites during the consumer's workday.
2. Assist the consumers in entering and exiting the vehicle as necessary.
3. Utilize a method to schedule authorized trips that is capable of accommodating advanced reservation, same day requests and cancellations.
4. Schedule pick up and drop off times so that the consumer does not have to wait more than 20 minutes.
5. Notify the consumer/family/consumer's representative if the driver is 20 or more minutes late or is unable to transport, and have a backup plan in case the scheduled driver or vehicle is unavailable. The consumer will not be transported by another driver without prior consent of the consumer/family/consumer's representative.
6. Equip each vehicle with a two-way radio or a cellular phone that is adequate for the range of vehicle utilization.

Service Utilization Guidelines

1. The need for transportation is assessed and recommended by the consumer's Individual Support Plan team with review by the District Employment Program Specialist when there is no other community or family resources for transportation available.
2. All transportation services must be prior authorized by the Division.
3. As assessed by the consumer's ISP team, the Division may prior authorize an aide to accompany the driver to supervise consumers for safety or other reasons.
4. When a consumer needs transportation services, the Qualified Vendor will be contacted with information relative to the dates and times service is needed, pick up and drop off points and if an aide or wait time will be needed.
5. Typical utilization would not exceed two one-way trips per day.

Rate

1. Published.
2. The "Flat Trip Rate for Regularly Scheduled Daily Transportation" rate shall be used by a Qualified Vendor that is not an independent provider.
3. Separate urban and rural rates are established for the "Flat Trip Rate for Regularly Scheduled Daily Transportation." The Qualified Vendor shall bill the Division the rural rate only when a low-density rate has been authorized for the same consumer's employment supports and services.
4. The following exceptional transportation modified rates are established for "Flat Trip Rate for Regularly Scheduled Daily Transportation:"
 - 4.1. Single Person Modified Rate
 - 4.1.1. This modified rate is to be used when a consumer has significant transportation needs associated with behavior needs (e.g. needs an aide to ride on the vehicle), wheelchair or other equipment needs or location and needs a single person transport.
 - 4.1.2. Separate urban and rural rates are established.
 - 4.1.3. The DDD Program Administer/Manager, Central Office Business Operations and Program Operations must approve the request for a single person modified rate. The request needs to include an explanation of what the consumer's support needs are and what alternatives were explored, such as vendor calls or finding routes that the consumer can share a ride with others.

- 4.2. Extensive Distance Modified Rate
 - 4.2.1. This modified rate is to be used when a consumer must travel 25 to 90 miles one way to attend an employment program or get to their place of employment.
 - 4.2.2. Separate urban and rural rates are established.
 - 4.2.3. The DDD program Administrator/Manager, Central Office Business Operations, and Program Operations must approve the request for an extensive distance modified rate. The request must include an explanation of all alternatives researched such as finding an employment program or job closer to the consumer's home.
 - 4.3. Those situations where these modified rates are used will be considered time-limited in order to seek employment services or work closer to a consumer's home long term or to develop an alternative so that consumers are not transported so much of their day.
5. The "Non-Emergency Transportation, Family and Friend" rate can only be used, and shall be the only rate used, for transportation of a consumer by an independent individual provider, regardless of whether that provider is or is not a Qualified Vendor.

Unit of Service

One unit of service equals one trip per person one way.

Direct Service Staff Qualifications and Training

Drivers shall be over the age of eighteen, have the appropriate training, license and endorsement for the vehicle being used.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain copies of vehicles maintenance records and safety inspections on file.
2. The Qualified Vendor shall record services delivered to each consumer, submit them to the Division designee, and maintain copies on file. The records shall include, at a minimum by consumer, the consumer's name and ASSISTS identification number, date of service, mileage, and pick up and drop off times. The records must be signed by the consumer, family or consumer's representative as verification of services provided.